

Supply Chest

March 25, 2005

Ready - Resourceful - Responsive!

Vol. 57 No. 6

NAVSUP Lean 6 Sigma roadshow makes stop in Norfolk

The motto of The Naval Supply Systems Command (NAVSUP) is ready, resourceful, responsive. In order to help NAVSUP employees to better serve their customers – fleet Sailors – NAVSUP is incorporating the principles of one of today's most powerful continuous improvement tools – Lean Six Sigma. To introduce Lean Six Sigma to NAVSUP employees, NAVSUP Lean Six Sigma experts are meeting face-to-face with supervisors enterprise-wide to kick-off the initiative. Their first stop was the Fleet and Industrial Supply Center (FISC) in Norfolk, Va.

More than 100 military and civilian supervisors attended two information exchanges held on March 22 in Norfolk. The two sessions provided a forum for two-way communication between NAVSUP Lean Six Sigma planners and supervisors. The two-hour sessions drew attendees from NAVSUP



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NAVSUP Program Manager for Navy ERP Karen Meloy discusses Navy ERP

FISC Norfolk women present Women's History program



By Steve Craddock

Six fellow centerites, women of FISC, were guest speakers at the FISC Norfolk Women's History Month Lunch and Learn program March 17. The women presented their program, titled "Women Change America," to an appreciative lunch crowd, sharing their career and life similarities.

The women (Aster Lyon, Pat Munroe, Susan Thornes, Karen McDaniels, Daniela Duff, Marchetta Smith), from distant homes or a neighbor, joined the FISC family in different ways - some by fluke, some through strong motherly guidance, and some as part of a strategy to reach a goal.

They started as a GS-3 shipment clerk, clerk typist, procurement clerk and others. Throughout their working careers at the FISC, their persistence, enthusiasm, re-

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Admiral's Quarters ... 2005 Objectives

Recently, Adm. Vern Clark, our Chief of Naval Operations, released his objectives for 2005. I strongly recommend that you take the opportunity to read the document. The CNO addresses a wide range of topics from training and human capital strategy to fleet operations and readiness. The COMFISCS team has an integral part to play in support of the CNO's 2005 Objectives and the supporting Navy strategies.

In the *Current Readiness* area, the CNO notes that the Navy remains focused on maintaining a surge capability. The Fleet Response Plan validated last summer is central to that capability. At our supply centers, we must be prepared to support any and all emergent fleet movements. Case in point, the Navy recently surged to provide humanitarian relief to tsunami victims in Indonesia, Sri Lanka and Thailand. The FISC Yokosuka, Pearl Harbor and San Diego staffs shined with rapid waterfront support and personnel deployments that made a difference. The *Current Readiness* section also outlines Sea Enterprise goals associated with pursuing process improvements, which generate savings that can be channeled to fleet modernization. We have a number of initiatives planned or ongoing throughout our supply centers, shipyards, naval air depots and other FISC operating sites, which are designed to provide better service to the fleet and achieve the much-needed savings.

Future Readiness of the fleet—winning the wars of tomorrow—is a section which underscores that the Navy is not locked in the present. COMFISCS must build progressive business practices. We need to manage a steady pace of innovation. In particular, COMFISCS must become a Navy leader in 'lean' initiatives, a business framework, which emphasizes reducing the time from customer order to product and service delivery by eliminating non-value added steps and waste in a given process.

Some FISC managers have attended Lean classroom training. Many of our civilian and military department heads are participating in online lean instruction. At the moment, all FISCs are selecting "Black Belts," employees who will receive in-depth training in how to apply various lean techniques and lead lean project teams. I urge all members of the COMFISCS work force to learn about lean. Take



advantage of the different learning options such as the online training at www.nko.navy.mil.

We have a great tradition of delivering the highest quality products and services to the warfighter. Our support of and compliance with the CNO's objectives for 2005 will further this tradition. Our senior leadership, Adm. Vern Clark and Rear Adm. Dan Stone, the commander of the Naval Supply Systems Command, are aware of our solid contributions and are counting on us to repeat them in the months ahead.

Keep up the great work!

Supply Chest

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activities at Naval Station Norfolk including FISC Norfolk and the Naval Operational Logistics Support Center.

Lean Six Sigma is an industry-proven methodology that harvests opportunities for improvement and applies statistical tools to help improve quality in an organization's products and services. It systematically reduces waste and variability in a process, while reducing or eliminating defects.

Each session began with a brief overview of Navy Enterprise Resource Planning (Navy ERP) by NAVSUP Program Manager for Navy ERP Karen Meloy. "Navy ERP is a business management system that integrates the operational components of an organization," explained Meloy. "Navy ERP will provide wider access to more accurate information while enabling the Navy to standardize and improve its business practices." She went on to explain how Navy ERP enables business process re-engineering, focuses on industry common best practices, and facilitates process improvements.

A brief presentation followed, presented by NAVSUP's Lean Six Sigma Deployment Champion Capt. Bill Gripman. "Lean Six Sigma optimizes processes by reducing non-value added work and lowering variations in work output," said Gripman. "It makes employees more valuable by allowing them to concentrate on value-added work and by giving them direct input on continuous im-

provement projects," he added. Both presentations were followed by breakout sessions where supervisors could meet one-on-one with subject matter experts. This offered them an opportunity to ask questions and to walk around and talk about these Navy initiatives and their relationship to NAVSUP and their work in an informal setting.

Lean 6 Sigma principles can help NAVSUP in several areas, including increasing product and service quality to the fleet and other customers and creating a lasting infrastructure built on data-driven processes. Lean Six Sigma can also help lower the costs of doing business.

Black belts, or specially trained persons who lead Lean Six Sigma projects, will work with project sponsors to identify potential process improvements. "As a future FISC Norfolk black belt, I really appreciated the opportunity to speak with them one-on-one," said Diane Klein. "They were very helpful and answered all of my questions. I think Lean Six Sigma is a great concept. It's been very successful in the corporate world. I hope it works as well for us as it has for the major corporations that have employed these principles for the past several years."

Future information exchanges are planned at NAVSUP activities in Philadelphia and San Diego. For more information on NAVSUP's Lean 6 Sigma initiative please contact Capt. Bill Gripman at 717-605-6868, william.gripman@navy.mil.

Women from page 1

sourcefulness, and fine work, produced personal and career growth.

The women are achieving and still growing, accepting challenges and changes. They have set career and personal goals and persevered. They encourage others to set goals too, whatever they are - career or personal. "When faced with obstacles, turn them into opportunities," said Marchetta Smith of Contracting Department.

"Be willing to teach and to learn," said Susan Thornes of Workforce Development, who is a strong advocate for mentoring. She credits an early encounter with a mentor for her pursuit of furthering a career with the federal government.

Pat Munroe and Aster Lyon of Contracting Department completed their goal of a university degree, over many years, colleges and countries.

Daniela Duff and Karen McDaniels credit their upbringing, personal strengths, foresight, care and duty to customers and fellow FISC employees as their motivation to success.

Different journeys to FISC, similar devotion to family and career, equal success. The guest speakers at the March 17 Women's History Month Lunch and Learn turned what could have been an ordinary Thursday lunch, or a GS-3 government clerk's job, into more than what it is.

NAVSUP Beneficial Suggestion Program benefits everyone

Do you have an idea that you'd like to submit? NAVSUP made it very easy to do so via the Beneficial Suggestion Program. This program, which also includes the Price Challenge Hotline, empowers all of us to submit supply chain management improvement suggestions (or any other idea that results in tangible or intangible benefits). Your suggestions, collectively, help our claimancy achieve efficiencies that generate cost savings and improve productivity.

Suggestion programs (or suggestion boxes) go way back into military and civilian history. For example, it is believed that the eighth shogun of Japan, Yoshimuni Tokugawa, posted in 1721 the following notice: "Make your idea known... Rewards are given for ideas that are accepted." So here we are at FISC Norfolk 284 years later and we are using a similar employee empowerment technique via an 'electronic suggestion box' at the following website: www.navsupsup.navy.mil/npi/contact/suggest.jsp.

So what does it take for you to participate? Foremost is willingness! Then everything else should follow, particularly imagination. Our command looks forward to your suggestions on ways to improve or enhance logistics performance in areas of people,

safety, quality, customer responsiveness, and cost.

Want to learn more? Please contact George Krakowski at (757) 443-1899, DSN: 646-1899, FAX (757)443-1899 or e-mail: george.krakowski@navy.mil.



Lunch

Fleet & Industrial Supply Center
Norfolk

&

11:30 - 12:30
March 31, 2005

FISCN Workforce Development
and Training Team

Learn

Topic:
**Developing Personal Change
Management Strategies**
Location:
Hampton Room

CRRC employees to relocate as part of Retail Supply MEO

Due to the implementation of the Retail Supply MEO Jim Wilson, Cynthia White, and Carolyn Wilson of the Container Reuse and Refurbishment Center (CRRC) will be reassigned to new posi-

tions. Jim Wilson is the CRRC site manager along with two government employees and 2 contractors.

Wilson has been with the Center since its inception and will be reassigned to a position in the Supply Management Dept – MIDLANT, Cheatham Annex Branch. White will be reassigned to Supply Management Dept – MIDLANT, Cheatham Annex Branch and Wilson will be reassigned to the Supply Management Dept. – MIDLANT, Special Materials Supply Branch at the Naval Station.

The CRRC was established in 1997 and has saved the government more than \$85 million. Their mission is to recover and repair shipping containers of various sizes and get them back into the system. The CRRC function will remain at Bldg. CEP 201 as a part of the ATAC Hub, Code 502.



Speaking for the Fleet ... ORM - Take It Home With You

By *FLTCM(AW/SW) Jon R. Thompson*

When was the last time you applied the principles of Operational Risk Management (ORM) to changing your oil? How about mowing the lawn? What about taking a trip?

While you may think ORM is for Navy work only, I think you will find that ORM, if applied correctly, can make you and your family safer in almost everything you do.

Off-duty mishaps are devastating to our operational readiness. I always shake my head when I read how mishaps occur. Often the reason is a complete disregard for simple safety tips, or overextending one's personal capabilities. My point is almost all off-duty mishaps are completely preventable.

Since October 2004, the Navy has lost 45 Sailors from mishaps, and hundreds more have been hurt. As a matter of fact, 31 of these Sailors died in motor vehicle accidents. It's no wonder the Naval Safety Center calls traffic safety their "number one readiness issue." Oh, and as an interesting statistic, motor vehicle crashes are the leading cause of death for ages 5-29 years old. Given the majority of our Sailors are in the 18-29-year-old range, I'm absolutely sure we can do a better job of mitigating accidents and deaths on our roads and highways. Applying ORM might just be the key.

Operational Risk Management is the process of dealing with risk associated with an activity that includes risk assessment, risk decision-making and implementation of effective risk controls. Essentially, applying ORM means you identify hazards, assess the hazards, make risk decisions, implement controls, and then supervise the activity. Sound simple? It is. The difficult part is actually applying these steps.

Most mishaps occur for one of five reasons:

Individual Failure - You are trained and know how something works, but elect not to follow the standard (self-discipline).

Support Failure - The equipment or material you use is not designed for the job.

Leader Failure - The supervisor(s) do not enforce the known standard.

Training Failure - You attempt something you are not trained for (insufficient, incorrect, or no training on task).

Standards Failure - The procedures for a task are not clear or practical, or in some cases, do not exist.

Shipmates, I suspect at one time or another we've all cut corners, disregarded safety precautions, pushed ourselves beyond our limits and tempted fate. The problem is, the law of averages is against us. Just because you can rewire a light without turning off the power once doesn't mean you can do it over and over. Eventually fate catches all of us and the result can be fatal.

I guess I have to ask, "What activity, project or trip in your life warrants risking your personal safety, or the safety of your family?" I'm guessing most of you would agree that almost nothing would warrant such a risk, and I would agree with you. However, think back in your own life. How many times have you unnecessarily put yourself and/or your family in harm's way?

Here's what I'm talking about: When was the last time you took a trip and drove hundreds and hundreds of miles without proper rest? How many times have you used machinery without wearing ear and eye protection? How many times have you used chemicals without gloves and goggles? Ever fix something with the wrong tool? You get the point. In our daily lives, we encounter situations each day that dictate us to ask a couple simple questions about the risks associated with what we are about to do. Unfortunately, we often don't assess those risks, or minimize them by telling ourselves, "Nothing will happen to me." Of the 45 Sailors who have lost their lives in mishaps this fiscal year, I wonder how many of them said the same thing?

The Navy directs us to apply ORM in our professional lives. Operational readiness demands it and the safety of our people makes this a top issue for every command. If the Navy takes this so seriously, and incorporates it into our workplace, it only makes sense we should carry it home with us. There's nothing childish or silly about asking oneself the simple risk questions before starting a project or making a trip. If risk is involved, you owe it to yourself, your family and the Navy to evaluate how you will deal with the risk.

My suspicion is if you think about the risks, you'll deal with them. Ignoring risks will not make them go away. My challenge to all of you is to take the principles of ORM home with you, discuss them often with your family and apply those principles as often



FLTCM(AW/SW) Jon R. Thompson

as necessary. For those of you with children, where do you think they will learn proper safety? Yep, they watch (and imitate) you. Skip steps today and they will skip steps tomorrow. Good luck Shipmates and stay safe!

Help support base cleanup Apr. 22

Regional installations are required to conduct semi-annual base-wide cleanups in support of the regional commander's Clean it Up, Green it Up, and Keep it Up campaign. In support of this effort and in conjunction with Earth Day, Naval Station Norfolk is sponsoring Clean the Base Day on April 22 from 8-11 a.m. All tenant commands, fleet units, and all personnel, both military and civilian, are encouraged to join in this effort to collectively improve our installation environment. Encourage your personnel to put on PT gear or work clothes and show their pride in being a part of the team at the world's largest naval station.

Our efforts should focus on collecting trash, removing dead branches and debris, sweeping, clearing parking lots, and general landscaping. This effort is being led by the Naval Station Special Ops Department (formerly First Lieutenant). Equipment such as weedwhackers, hedge trimmers, lawnmowers, saws, shovels and rakes are available for checkout from the Special Ops Department on a first come, first serve ba-

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Cleanup from previous page

sis. Special Ops is located in building SP-233 on Warehouse Road. All required personal protective equipment and training will be provided. Supplies are limited; commands are encouraged to use personal equipment.

All tenant commands, regardless of size, are highly encouraged to participate. If your command does not have a specific area of responsibility, please assist with common areas such as the shoreline, parade grounds, running trails, and areas outside Naval Station access gates. Contact NAVSTA Special Operations if you have questions on areas of responsibility. All afloat units should police areas normally assigned, under the direction of pier SOPAs.

Dumpsters will be available for wood, metal, landscaping debris, and trash collection in the parking lot across from the commanding officer's building (N-26) on Gilbert Street, near the flagpole. Commands are encouraged to bring their trash to the main collection point after 11 a.m. and enjoy a cookout on the parade field, sponsored by Naval Station MWR.

For additional information, please contact DCCM Evans at 444-4218. All command master chiefs are encouraged to email DCCM Evans with your proposed plan of action and approximate number of personnel for the post-cleanup cookout. We appreciate your time and effort in making Naval Station Norfolk the best installation in the world and improving the working environment for all.

FISC Norfolk Family News

Editor's note: This is the second entry of what we hope will become a regular feature in the Supply Chest. If you or a member of your family has something to celebrate, has reached an important milestone, or received a significant award, we want to recognize you. We will also publish any military news about family members, as illustrated below. All of the entries in this issue are from the Global Distance Support Center.

Nathaniel Lucas, son of Princetta Lucas of the GDSC, won a prestigious Editor's Choice Award for his poem "My Love, My Hate" from Poetry.Com and the International Library of Poetry:

My Love, My Hate

I love you
I hate you
Your words soothe me
But yet you complicate things
I want to be with you
You want to hear wedding bells ring
You give mixed emotions
And a migraine after that
Yet I have no fear when danger's near
Knowing that you have my back
So now I end with this
A hug and a kiss
And this poem dedicated to you
Without your love my life is cold and blue

Sharon Knowles retires



FISC Norfolk Executive Director Sid Etherington looks on as Sharon Knowles reads a plaque commemorating her retirement from federal service.

HSL-44 Det. 3 sends thanks

I just wanted to take a minute to send out some kudos to some of your support representatives. I am the maintenance officer of a helicopter detachment aboard USS Carr here in Norfolk. We were underway this last week for some work-ups and somewhere in our hasty schedule I neglected to let our Supply senior chief know that we needed to set up a semi truck to transport our aviation gear back to Mayport, FL. Well, long story short, John Gant, Marie Moss and Virginia Nichols worked their magic and made a miracle come true for us by procuring transportation in a little less than 24 hours from our first request. Not only was it an expedited turnaround, it was handled efficiently and professionally from start to finish. As you know, logistics is not the military's focus, but having you available to assist in times like these is invaluable. Your team literally saved 25 Sailors a week's time away from their families. Being that we will be away from home most of this year, every day counts. Thank you for your wonderful work, and we look forward to doing business with you again.

Warmest regards,
LT Drawe
HSL-44 Det 3 MO
NS Mayport, FL



Thornton Russell is the DDNV Supervisor of the Quarter.



Ralph Cross is the DDNV White Collar Employee of the Quarter.



Quintonia Bigham is the DDNV Blue Collar Employee of the Quarter.



DDNV People of the Quarter

DDNV's Work Team of the Quarter is from Code V. They are (Front row) Valeriee Rios, Jackie Thornton, Lynda Williams; back row, Gene Ostrowsski, Harold Wallace.



Naval Station Norfolk Commanding Officer Capt. Jerry Becker congratulates Lisa Dixon after presenting her with a certificate of appreciation and a cash award for her outstanding leadership during her tenure as the committee chair for NAVSTA's American Heritage Committee. In addition, the AHC members presented her with a plaque, roses, and a collage with mementos from all of the programs she has chaired. Dix is the wife of FISC Norfolk's Ronnie Dixon.



Cmdr. Peter Kopfer congratulates Jose Weston at his retirement ceremony and thanks him for his 26 years of service to the federal government.



Cmdr. Barry Dowell congratulates James Walton after presenting him with a retirement plaque at his retirement luncheon.



FISC Norfolk Commanding Officer Capt. Tim Ross Congratulates SK1 Jose DeRosa after presenting him with a Navy/Marine Corps Achievement Medal. DeRosa was named FISC Norfolk Reserve Sailor of the Year.

USS Chicago sends thanks to FISC Norfolk NNSY Annex

Cecil Bruton, freight rate assistant, NNSY FISC Annex, recently delivered outstanding assistance to USS Chicago (SSN 721). Late Thursday, March 3, a request from the project manager was received to expedite shipment of a \$50,000 bearing assembly. The shipment consisted of three boxes weighing 9,700 lbs., and needed to reach the sub in two days. USS Chicago is currently located at the Portsmouth Naval Shipyard in Kittery, Maine. This hot shipment was badly needed by Saturday, March 5. Working diligently, he managed to work out the details to have the material delivered by 1 p.m. Saturday.

